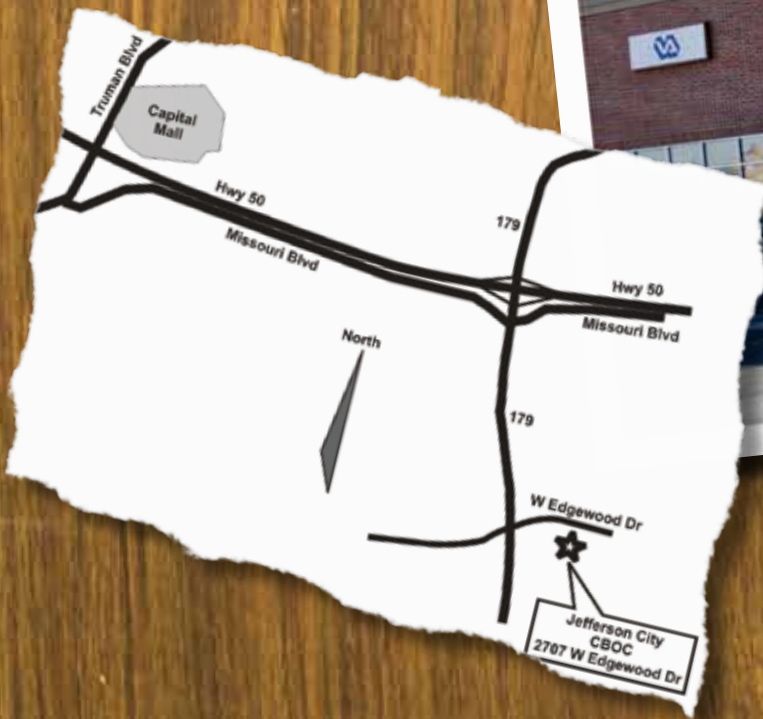


Annual Report 2008

Harry S. Truman Memorial
Veterans' Hospital
Columbia, Missouri



Message from the Director



The dedicated health care team at the Harry S. Truman Memorial Veterans' Hospital continued to provide excellent care and services for mid-Missouri veterans in FY 2008. We provided health care services to more than 31,000 veterans, a slight increase over

the previous year. This number included more than 1,200 recently discharged combat veterans from Iraq and Afghanistan. We are proud to serve the veterans that choose to receive their care from us – either at the Columbia VA medical center (VAMC) or at one of our six Community Based Outpatient Clinics (including our newest clinic in Jefferson City). Our continued, consistent response to patient care demands and these highlighted accomplishments are a result of the Truman VA health care team's hard work, dedication and commitment to excellence, compassion and customer service. Overall, these accomplishments speak well of the institution and the quality of care and service provided to veterans by employees and volunteers alike.

We were very pleased and excited by the national recognition of Natalie Russell, RN, a nurse on the inpatient surgery unit at Truman VA. She was the recipient of the national Secretary of Veterans Affairs Award of Excellence in Nursing for registered nurses in a staff role. Natalie traveled to Washington, DC in May to receive the award from Dr. James B. Peake, Secretary of Veterans Affairs.

The Executive Management Team pledges that, in 2009, we will remain committed to outstanding health care delivery to veterans as well as continuous performance improvement and improved patient satisfaction. We will break ground and take the next steps in a major construction project to replace our operating room surgical suites and renovate the back-fill space to assure modern, up-to-date surgical facilities for our patients. We will continue to focus on our outstanding cardiovascular services program, which serves as a referral center for other network facilities. Truman VA staff will continue to be key leaders and participants in the councils and committees of the VA Heartland Network (VISN 15),

which provide the basis for network operations.

The cost of health care will continue to increase. Even with increased resources, there is a continuous need for maximum financial efficiencies in order to operate within the constraints of a fixed operating budget. We fully expect that our dedicated staff of employees and volunteers will continue to work diligently to assure that we successfully fulfill our important primary mission of service to veterans.

Truman VA patients will benefit from our continued strong performance in preventive health measures, chronic disease management and the use of clinical guidelines. The operation of our six existing Community Based Outpatient Clinics (Fort Leonard Wood, Kirksville, Camdenton, Mexico, St. James and Jefferson City) will continue to improve access to primary care and mental health services. We will begin planning efforts for at least two additional community clinics to be operational in the next few years.

The significant impact of VA research will be felt locally as VA funding and support enhances a wide array of medical/clinical research studies, especially the micro-imaging applications in the radiopharmaceutical laboratory as well as in our health systems research and development program. We will continue to focus public attention on the contributions that veterans have made to our way of life through a variety of commemorative activities and special projects. We expect that Truman Memorial VA and VISN 15 will continue to be leaders within the Veterans Health Administration in performance measure outcomes. Finally, as an organization, we will remain committed to the pursuit of exceptional customer service as well as excellence in patient care and patient safety, for which the VA health care system is a recognized world leader.

Sallie Houser-Hanfelder
Director

**Enjoy Your Freedom?
Thank A Veteran!**

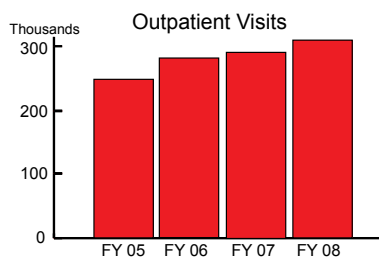
Accomplishments

Satisfaction

- Patient Satisfaction: Both inpatient and outpatient satisfaction survey results exceeded our target response rates, reflecting a continued high satisfaction rate from our patients.
- Employee Satisfaction Survey: 87 percent of our workforce participated in the 2008 Employee Satisfaction Survey, which is divided into three broad categories: job satisfaction, organizational assessment and culture. Our results were greater than both the national average and network average for a majority of the measured sub-categories.

Access

- Patients Treated and Outpatient Visits: The number of veterans receiving care increased from 31,305 to 31,422. Outpatient workload increased from 283,751 to 306,534 visits
- Community Based Outpatient Clinic: The new Jefferson City clinic opened in September, significantly improving access to VA health care services for hundreds of veterans in mid-Missouri.
- Mental Health Clinics: We far exceeded measures for expected follow-up care for patients in all mental health clinics including those targeted for recently returned combat veterans.



Quality

- National VA Performance Measures: There are several preventive and disease management performance measures that allow VA to benchmark against private sector health care. For cancer screening, we exceeded the private sector by 10 percent. For diabetes management and tobacco management, we exceeded the private sector in all areas measured. We met the

private sector rate for myocardial infarction screening, but exceeded the private sector by 10 percent for acute myocardial infarction LDL cholesterol control.

- Accreditation: Truman VA was accredited by the Association for the Accreditation of Human Research Protection Programs, Inc., reflective of the development of extensive safeguards in every level of our research operation and adherence to the highest standards for research.

Cost

- Medical Care Cost Recovery: Our net revenue collections totaled \$18.4 million, which was 114 percent of the collection goal.
- Resource Management: \$6.7 million was obligated for capital projects that improved patient care and infrastructure throughout the hospital. \$9.3 million was obligated for new and replacement equipment.

Functional Outcome

- OEF/OIF Veterans: "Seamless transition" efforts were strengthened for returning combat veterans from Afghanistan (Operation Enduring Freedom) and Iraq (Operation Iraqi Freedom). The OEF/OIF Program Manager and OEF/OIF Case Manager positions became fully functional. A "seamless transition" clinic was established by Primary Care for newly enrolled combat veterans. Truman VA staff continued participation in the Missouri National Guard benefits briefings throughout the hospital's service area, Post-Deployment Health Reassessment (PDHRA) Program events at Fort Leonard Wood and with direct liaison to the Wounded Warriors Project at Fort Leonard Wood. More than 1,200 OEF/OIF veterans received health care services from Truman VA in 2008.
- Behavioral Health Initiatives: In conjunction with the Columbia Housing Authority, Truman VA successfully established long-term housing vouchers and case management for homeless veterans. This HUD-VA

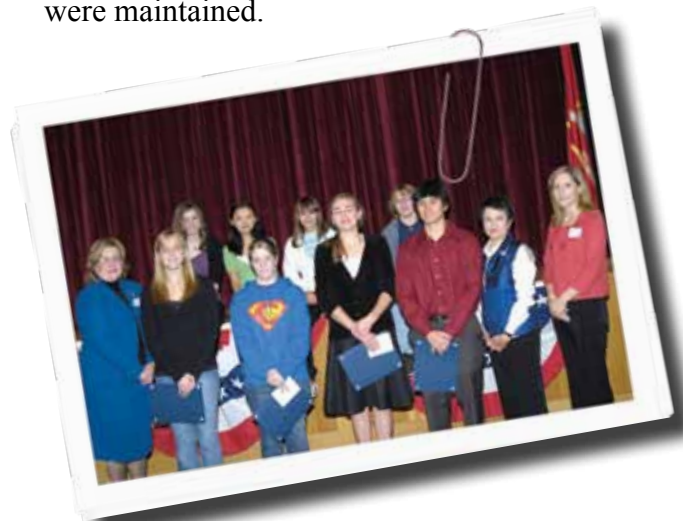
supported program has provided housing for 22 homeless veterans. Also, Truman VA and Phoenix Programs, a community based substance abuse treatment program, established a grant per diem program to provide a more intense, structured treatment environment for homeless veterans with substance abuse issues. Finally, an 8-bed compensated work therapy/transitional residence was implemented fully in a duplex located in the community. That program provided additional help and support to veterans as they transitioned into the community.

- EEO: The EEO Committee sponsored a successful Diversity Day celebration, developed a recruitment poster and collaborated with Human Resources in recruitment of women, minorities and people with disabilities. Special Emphasis Program Managers (SEPM), including a new African American SEPM, and the EEO Committee sponsored special observances and activities throughout the year to acknowledge the cultural diversity within the VA workforce.



+

- Educational Affiliations: Besides maintaining existing medical school and other affiliations, we established a new student career experience program for University of Missouri health care administration students.
- Veterans Service Organization and Other Stakeholders: Truman VA officials represented VISN 15 at regular meetings of the Missouri Veterans Commission and the Missouri Association of Veterans Organizations (MAVO). Hospital management maintained open lines of communication through monthly meetings with service officers and congressional staff members.
- Community Partnerships: Strong community partnerships with the Columbia Meals On Wheels organization and Frederick Douglass High School, our formal Partner In Education, were maintained.



- Community Relations: Ongoing efforts with the local public schools included the long-time partnership with Douglass High School (+10 years with more than 100 Douglass High School students that have participated in the program), VA staff involvement with career days at three local middle schools and the annual Veterans Day essay contest for junior and senior high students. Hospital officials were engaged and active in Columbia Chamber of Commerce committees and activities. Hospital employees participated in the annual Memorial Day wreath-laying ceremony at the Boone County courthouse as well as the annual United Way Day of Caring in September.



"I felt like each one of you valued my existence and that you worked hard to ensure that I could and would recover fully."

"It was like he was a member of your family and I was so impressed with the doctors, the nurses and the assistants."

"I have never been shown anything except the most professional and friendly care possible."

"People ask why I travel 200 miles when there are five other VA hospitals closer. It's because I get the best care from very capable and friendly people!"

